

# TENNESSEE REGULATORY AUTHORITY


Sara Kyle, Chairman  
Deborah Taylor Tate, Director  
Pat Miller, Director  
Ron Jones, Director



460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

## MEMORANDUM

TO: Chairman Deborah Taylor Tate

FROM: Eddie Roberson   
Chief, Consumer Services and External Affairs Division

DATE: September 4, 2003

SUBJECT: Filing in the Nashville Gas rate case (03-00313)

---

My office received the attached written comments via the TRA website from Mr. John Kinnard of Mount Juliet, Tenn. concerning Nashville Gas Company's request for a rate increase. I am filing his comments and my response to him in the docket for this case.

**Mary Kraycirik - Consumer Complaint Questionnaire**

8/26 Docket 120111  
for filing comments  
vmm

**From:** <nobody@state.tn.us>  
**To:** <mary.kraycirik@state.tn.us>  
**Date:** 08/26/2003 8:10 AM  
**Subject:** Consumer Complaint Questionnaire

**RECEIVED**  
CONSUMER SERVICES DIVISION

AUG 26 2003

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, August 26, 2003 at 07:41:22

next: /www/wwwroot/tra/response.htm

01\_whole: John Kinnard

02\_streetaddress: 1703 Pine Crest Court

03\_City: Mount Juliet

04\_State: Tennessee

05\_ZIP: 37122

06\_County: Wilson

07\_Home\_Telephone: 615-754-6179

08\_Work\_Telephone: 615-244-9090

09\_email: jpk@wasco-inc.com

10\_Contact\_time: weekdays in the late afternoon

11\_complaint\_no: Home

12\_complaint\_phone: 615-754-6179

13\_complaint\_company: Nashville Gas

14\_contacted\_util: No

15\_complaint\_descript: This is a general complaint against the rate increase proposed in today's (8/26/03) Tennessean newspaper. They are proposing a 75% increase in the monthly customer charge. This is way out of line with anything happening in the economy right now. Please don't let them do this. 10% seems more reasonable.

**From:** Eddie Roberson  
**To:** jpk@wasco-inc.com  
**Subject:** Nashville Gas Company

Mr. Kinnard,

Thank you for your email expressing your opinion on the rate increase requested by Nashville Gas Company. We are analyzing the company's request and will conduct a public hearing to determine the merits of the request, as prescribed by state law. The State Attorney General's Office is acting as the consumer advocate in this case. You might want to contact their office to voice your concern as well.

Eddie Roberson  
TRA

8-28-03